Survey for rating customer service by Public Sector Banks

2351. DR. B.B. DUTTA: Will the Minister of FINANCE be pleased to state:

(a) whether there is a proposal to carry out all India survey to rate the customer service provided by 27 public sector banks in the country;

(b) if so, the basic objective behind the survey; and

(c) the details of measures taken so far to improve customer service skills of public sector bank?

THE MINISTER OF FINANCE (SHRI P. CHAIDAMBRAM): (a) Yes, Sir

(b) The basic objective behind the survey is
to inculcate better consciousness about service to the customer, each bank coming to know its status about level of customer satisfaction afforded by it.

(c) Reserve Bank of India (RBI) had appointed a Committee on Customer Service in Banks under the Chairmanship of Shri M.N.
Goiporia. The Committee made a number of recommendations for improving customer service in banks. Most of these recommendations have been implemented by banks. RBI have formulated the Banking Ombudsman Scheme, 1995 which seeks to provide expenditious and inexpensive redressal
of customers complaints against banks. As recommended by the Goiporia Committee on Customers Service, banks have introduced training modules to improve customer service skills of their employees.

Proposal to Develop Konark as international tourist place

2352. SHRIMATI JAYANTI PATNAIK: Will
the Minister of TOURISM be pleased to state:

(a) whether Goverment have a proposal to develop Konark as a place of international tourist importance;

(b) if so, the central assistance proposed to be extended for the purpose; and

(c) the details of the schemes prepared thereon?

THE MINISTER OF PARLIAMENTAY AFFAIRS AND MINISTER OF TOURISM (SHRI SRIKANTA JENA): (a) The State Government of Orissa has identified Puri-Konark as a special tourism area for the development and promotion of Tourism in the State.

(b) and (c) The Department of Tourism provided Central Financial Assistance to the State/Union Territory Goverments for the specific projects received from them on the basis of their merits, inter see priority and availability of funds. The Department of Tourism has provided Central Financial Assistance for five projects at Konark and sanctioned an amount of Rs. 56.59 lakhs. These projects are yatriniwas, open air theature, swiss tents at Konark Beach and Konark Festivals during 1990-91 and 1993-94.

Entry of Foreign Print Media

2353. SHRI S.S. SURJEWALA:
SHRI OP. KOHLI:
SHRI AJIT P.KJOGI:
SHRI SHRI CHARAN SINGH:

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) whether it is a fact that the National Federation of Newspaper and News Agency Employees has urged the Prime Minister to take immediate measures to stop entry of foreign print media into the country and to initiate plan to curb foreign electronic media's "Subversive propaganda against India's ethos" as per the news-item published in Hindustan Times of 29th June, 1996; and

(b) if so, what is the reaction of Government thereto?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI CM. IBRAHIM):
(a) No, Sir.

(b) Does not arise.

Regional rural banks making profits

2354. SHRIE.BALANANDAN:
SHRI BHAGABAN MAJHI:

Will the Minister of FINANCE be pleased refer to the answer to Unstarred Question 991 given in the Rajya Sabha on 23rd July, 1996 and state: